

Province: Municipality(Code) - Schedule of Service Delivery Standards Table XX

Standard	Description	Service Level
Solid Waste Removal		
Premise based removal (Residential Frequency)		Weekly
Premise based removal (Business Frequency)		Daily/Weekly
Bulk Removal (Frequency)		Weekly
Removal Bags provided(Yes/No)		No
Garden refuse removal Included (Yes/No)		No
Street Cleaning Frequency in CBD		Daily
Street Cleaning Frequency in areas excluding CBD		Ad hoc
How soon are public areas cleaned after events (24hours/48hours/longer)		24 hours
Clearing of illegal dumping (24hours/48hours/longer)		Longer
Recycling or environmentally friendly practices(Yes/No)		No
Licenced landfill site(Yes/No)		Yes
Water Service		
Water Quality rating (Blue/Green/Brown/N0 drop)		Blue
Is free water available to all? (All/only to the indigent consumers)		Indigent only
Frequency of meter reading? (per month, per year)		Monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		Yes
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)		
One service connection affected (number of hours)		3-6 hours
Up to 5 service connection affected (number of hours)		3-6 hours
Up to 20 service connection affected (number of hours)		3-6 hours
Feeder pipe larger than 800mm (number of hours)		24 hours
What is the average minimum water flow in your municipality?		2kpa
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes
How long does it take to replace faulty water meters? (days)		1 day
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		No
Electricity Service		
What is your electricity availability percentage on average per month?		100.00%
Do your municipality have a ripple control in place that is operational? (Yes/No)		No
How much do you estimate is the cost saving in utilizing the ripple control system?		N/A
What is the frequency of meters being read? (per month, per year)		Monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		3 months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		3 months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)		one day
Are accounts normally calculated on actual readings? (Yes/no)		Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes
How long does it take to replace faulty meters? (days)		24 hours
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		Yes
How effective is the action plan in curbing line losses? (Good/Bad)		Bad
How soon does the municipality provide a quotation to a customer upon a written request? (days)		7 days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		7 days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		3 days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		7 days
Sewerage Service		
Are your purification system effective enough to put water back in to the system after purification?		No
To what extend do you subsidize your indigent consumers?		Full subsidy
How long does it take to restore sewerage breakages on average		
Severe overflow? (hours)		6-9 hours
Sewer blocked pipes: Large pipes? (Hours)		6-9 hours
Sewer blocked pipes: Small pipes? (Hours)		6-9 hours
Spillage clean-up? (hours)		6-9 hours
Replacement of manhole covers? (Hours)		6-9 hours

Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	2-4 hours
Time taken to repair a single pothole on a minor road? (Hours)	1 hour
Time taken to repair a road following an open trench service crossing? (Hours)	3 hours
Time taken to repair walkways? (Hours)	1 hour
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	one month
Do you have any special rating properties? (Yes/No)	Yes
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Increase
Are the financial statement outsources? (Yes/No)	No
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?	Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?	30 days+
Is there advance planning from SCM unit linking all departmental plans quaterly and annually including for the next two to three years procurement plans?	Yes
Administration	
Reaction time on enquiries and requests?	24 hours
Time to respond to a verbal customer enquiry or request? (working days)	1 day
Time to respond to a written customer enquiry or request? (working days)	3 days
	Depending on the legal process.(24 hours to several months with court cases).
Time to resolve a customer enquiry or request? (working days)	<5%
What percentage of calls are not answered? (5%,10% or more)	We use text messages
How long does it take to respond to voice mails? (hours)	Yes. (through Call Centre).
Does the municipality have control over locked enquiries? (Yes/No)	No
Is there a reduction in the number of complaints or not? (Yes/No)	1 day
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	weekly
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	20 minutes
How long does it take to renew a vehicle license? (minutes)	15 minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	15 minutes
How long does it take to de-register a vehicle? (minutes)	23 minutes
How long does it take to renew a drivers license? (minutes)	25 minutes
What is the average reaction time of the fire service to an incident? (minutes)	District function
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	District function
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	District function
Economic development	
How many economic development projects does the municipality drive?	1).Montrose 2) Dan Tloome, 3) Afrivillage, 4) Western Mega, 5) Western Borwa, 6) AgriParks; 7) Acquisition of Land from Mines; 8) SMME programmes, 9)Business Hives, 10) Agriculture programmes (cultivation for local farmers)
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	5
What percentage of the projects have created sustainable job security?	30%
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Yes
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	Yes
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes